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This is a working level draft - not a formally approved document!!

REVISION HISTORY			
Rev	Description of Change	Author	Date
Original		CSET	June

REFERENCE DOCUMENTS	
Document Number	Document Title
QSM 100	CSET Quality System Manual
QM 300	ACT Quality Manual

Documents referenced in this procedure are applicable to the extent specified herein.

1. Purpose

The purpose of this procedure details ACT's methods of conducting Aircraft Conformity Inspections.

2. Scope

The scope of this procedure applies to all ACT personnel performing conformity inspections for our customers. ACT customers may be CSET Surveillance and Evaluation Program (SEP) Teams, FAA Regions, FSDO/CMO, Washington Headquarters, Operators, ACO/AEG, and Manufacturers.

3. Definitions and Acronyms

See QSM 100 and QSM 300

4. Flowchart

There is no flowchart required for this document.

5. Responsibilities

5.1 CSET Assistant Manager

5.1.1 Communicates with the ACT Program Manager.

5.1.2 Assigns CSET personnel to ACT Team.

5.1.3 Responds to all message traffic in an expeditious manner.

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5.2 ACT Program Manager

- 5.2.1 Communicates and acts as the Primary Point of Contact (POC) for all ACT Team activities and personnel.
- 5.2.2 Directs and schedules the work activities of assigned ACT personnel.
- 5.2.3 Providing support to ACT Team Members in the field.
- 5.2.4 Resolves conflicts between Team Leaders and Team Members
- 5.2.5 Assures Team Leaders are conducting inspections in a timely manner.
- 5.2.6 Responds to message traffic in an expeditious manner.
- 5.2.7 Assures ISO standards are maintained.

5.3 ACT Team Leader

- 5.3.1 Assure the ACT Power-Point Mentoring Presentation is conducted.
 - 5.3.2 Manage the ACT Jump.
 - 5.3.3 Assures conformity Job Aid is accomplished in a timely manner.
 - 5.3.4 Communicates with the ACT Team members to assure that all technical irregularities are identified prior to completion of the Job Aid and Memorandum of Findings.
 - 5.3.5 Discontinue the conformity inspection for cause.
 - 5.3.6 Communicates conflicting information with FAA data to the Program Manager.
 - 5.3.7 Responds to message traffic in an expeditious manner.
 - 5.3.8 Provides feedback to Program Manager.
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5.4 ACT Team Member

- 5.4.1 Assures the Aircraft Conformity Job Aid and Memorandum of Findings is accomplished in a timely manner.
- 5.4.2 Communicates with Team Leader and/or the Program Manager to assure that all technical irregularities are identified.
- 5.4.3 Researches and evaluates existing applicable data.
- 5.4.4 Responds to message traffic in an expeditious manner.

6. Procedure

6.1 Receive notification to engage the Aircraft Conformity Team for a Jump.

6.2 The ACT Program Manager shall:

- 6.2.1 Contact the customer to verify and determine actual dates the ACT services are required.
- 6.2.2 Verify availability of dates and coordinates inspection with ACT Team Leader.
 - 6.2.2.1 The average time for an ACT Jump is two weeks.
- 6.2.3 Provide the ACT Aircraft Information Form **QF-310.01** to the customer and request its return within two weeks of the scheduled inspection.
<http://cset.avr.faa.gov/act> or <http://cset.faa.gov/>
 - 6.2.3.1 Provide the ACT Job Aid **QF 310.03** to the customer.
- 6.2.4 Schedule the Jump with the customer.
- 6.2.5 Upon receipt of ACT Aircraft Information form, the form shall be sent to the ACT team Leader.
 - 6.2.5.1 The assigned database tool with a project number will accompany the ACT Information Form.
 - 6.2.5.2 The project number is assigned by a sequentially numbering system located within the ACT Database tool.
 - 6.2.5.2.1. I.e. ACT-001-AALA-06/02

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6.3 The ACT Team Leader shall:

- 6.3.1 Assemble a Team of ACT members to conduct the Aircraft Conformity Inspection.
- 6.3.2 Coordinate with the customer on the following prior to arriving on-site:
 - 6.3.2.1 Determine location of aircraft records and aircraft.
 - 6.3.2.1.1. Inform the customer via e-mail of documents required prior to ACT's arrival by sending the **QF-310.04 (see QM 300 Appendix 1)**
 - 6.3.2.2 Determine the specific needs and concerns of both customer and ACT Team.
 - 6.3.2.3 Assemble team based on availability, inspector disciplines and Jump requirements.
 - 6.3.2.4 Determine logistics for Jumps
 - 6.3.2.4.1. Notify AFS-905 of ACT's hotel/conference room requirements.
 - 6.3.2.4.2. On-site transportation requirements.
 - 6.3.2.4.3. On-site automation requirements.
 - 6.3.2.5 Post the Jump on the ACT Sharepoint website team calendar.
- 6.3.3** Upon receiving the completed ACT Aircraft Information Form populate the ACT Database Tool. **See Work instructions ACT WI 310.01**
 - 6.3.3.1 Send database spreadsheet (team assignments) (**QF 310.05**) and ACT Aircraft Information Form (**QF 310.01**) to Team Members.
 - 6.3.3.2 Determine if the ACT Mentoring Presentation has been accomplished with customer. <http://cset.avr.faa.gov/act>. If not, the presentation will be presented prior to the beginning of the inspection.

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6.3.3.2.1. A record of the mentoring presentation, including attendees, will be included in the ACT Memorandum of Findings.

6.3.4 Prior to commencing with the ACT Jump, the ACT will provide to the customer an in briefing. The customer and the CHDO are invited and encouraged to participate in the inspection.

6.3.4.1 A record of attendees and participants in the actual conformity inspection will be made part of the Memorandum of Findings.

6.4 The ACT Team Member shall:

6.4.1 Research aircraft specific information from assigned Job Aid Task. [I.e., Airworthiness Directives, Type Data Sheets, Aircraft History, ATP Navigator, and/or going to the following website(s)]

<http://av-info.avr.faa.gov/> or <http://home.spas.faa.gov/>

6.4.2 Conduct the aircraft conformity inspection utilizing the current ACT Job Aid available on the ACT web site at: <http://cset.avr.faa.gov/act>

6.4.3 Provide mentoring to the customer as necessary.

6.4.4 Perform their assigned portions of the Job Aid and record their findings on a spreadsheet provided by the ACT Team Leaders.

6.4.4.1 **Note:** the Job Aid is not aircraft specific, but is a general guide to the accomplishment of the conformity inspection; there is no requirement to have all items completed on the Job Aid.

6.4.4.2 Compile their findings into the Risk Worksheet(s) See Work Instructions **WI 310.02**

6.4.5 Return the spreadsheet to the ACT Team Leaders so the findings are recorded into the ACT Database for historical archiving.

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6.5 Upon the completion of the conformity inspection, the ACT Team Leader shall:

- 6.5.1 Conduct a team meeting to assemble the team findings, Risk Worksheet(s) [QF 310.02](#), and complete the database tool.
- 6.5.2 Provide an out brief to the customer on the team's findings, as requested.
- 6.5.3 Draft a FAA Memorandum of Findings. This document will be forwarded to the ACT Program Manager for review and acceptance.
 - 6.5.3.1 Enter the results of the aircraft conformity inspection into the ACT Database for historical record keeping.

6.6 Upon Receipt of the Draft Memorandum of Findings (MOF), the Program Manager shall:

- 6.6.1 Review MOF and if acceptable, forward final memorandum to the appropriate CSET Leadership Team for distribution to the customer.
 - 6.6.1.1 **Note:** If the MOF is not acceptable, the Program Manager will communicate with the assigned ACT Team Leader until MOF is acceptable.
- 6.6.2 Posts the analysis table from the database.
- 6.6.3 The MOF, ACT Aircraft Information Form, and Risk Worksheets shall be posted into the ACT Sharepoint website.
- 6.6.4 Request customer feedback for continual improvement for ACT's processes.
- 6.6.5 Posts customer feedback to the ACT Sharepoint website.
- 6.6.6 Respond to and provide feedback as requested.

7. Metrics

- 7.1 Metrics for this document will be a product of the Management Review Process performed by the CSET Leadership Team in accordance with QSM 100. In addition, the Program Manager audits the progress and results of each Conformity Inspection for quality control.

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8. Quality Records

- 8.1 Quality Records required for this document are listed in the table below. These records shall be generated and managed in accordance with CSET Quality Records procedures.

Verifying Document Type or Number	Title	Retention Time
Electronic Media	Request for ACT Participation	5 years
MOF (Word Document)	Act Mentoring presentation, In-Briefing attendance, and findings.	5 years
QF 310.01	Aircraft Information Sheet	5 years
QF 310.02	ACT Risk Worksheet	5 years
QF 310.03	Aircraft Conformity Team Job Aid	5 years
QF 310.04	ACT Request List to CHDO	5 years
QF 310.05	ACT Database/spreadsheet	5 years

Quality documents, in blank form, are found in [Appendix XX](#) of the QSM 100.